

RESIDENCE LIFE SUMMER OFFICE ASSISTANT

Position Summary

Summer Office Assistant (OA) is a student staff position that assists with the summer administrative tasks in the central Residence Life office or apartment neighborhood offices (Danieley, Oaks, Station). OAs also assist with other tasks related to Residence Life and summer housing processes including, but not limited to, student housing applications, facility room checking, and summer lockouts. This position is 20 hours per week if taking summer session classes, and up to 40 hours, if not taking classes in summer sessions. **Employment is from May 15, 2024 - August 26, 2024.**

Terms of Employment

- **Policies:** Summer OAs will abide by all University and Residence Life policies and procedures and the Student Code of Conduct.
- **Hours and Shifts:** Summer OAs taking summer classes can work up to 20 hours per week or 40 hours per week if not enrolled in a class, across multiple shifts each week. Shifts occur between the hours of 8:00am-5:00pm, typically Monday-Friday, when the offices are open.
- **Weekends and Evenings:** Summer OAs must also be available to work some hours on check in weekend (Saturday and/or Sunday) based on need by the supervisor.
- **Supervision:** Summer OAs will be directly supervised by the Program Assistant and/or Community Director of the central or neighborhood office, respectively.
- **Training:** Summer OAs are expected to attend training sessions with the Program Assistant and/or Community Director supervisor(s) prior to the conclusion of the Spring 2024 semester. After being hired the direct supervisor(s) will arrange this training with you via email/phone. This training will prepare staff to fulfill the duties of the position.
- **Vacation/Time Off:** OAs are allowed up to 5 business days of vacation/time off. The vacation/time off is unpaid and must be approved by your supervisor(s) at least two full weeks in advance.

Position Responsibilities

- Provide high level professional customer service to Elon University families, faculty and staff via phone, email and in person conversations. This position is high concentration of customer service and person to person interaction on a daily basis.
- Perform office administrative tasks as requested such as answering phone calls, replying to emails, organizing documents/folders, cleaning out files/storage room areas, and other tasks as requested by professional staff.
- Occasionally assisting with summer housing tasks (e.g. room condition forms/keys, check-in/out, damages, etc.)
- Assist with damage billing processing for respective neighborhoods.
- Apartment neighborhood OAs will assist regularly with health and safety checks, parent eye check room inspections, building walkthroughs, lockouts, etc.
- Other related duties as assigned by supervisor(s).

*Serve in on-call rotation if living on campus (e.g. respond to calls, lockouts, other issues; complete neighborhood walks; etc.)

Remuneration and Qualifications

Remuneration for the Summer OA position is at a pay rate of \$13/hour for hours worked. To be eligible, students must be enrolled as a degree-seeking student at Elon University and hold a minimum 2.5 semester and cumulative GPA. Previous experience living on campus, with student leadership, and sophomore status or higher by the time of employment are preferred. Candidates should possess a positive, energetic and professional attitude. They should be organized, responsible, self-motivated, hardworking, critical thinkers with strong verbal and written communication skills. Candidates must be trustworthy and respectful of handling confidential information. Appropriate student worker office attire for a professional office atmosphere is required.

Summer OAs willing to serve in the on-call rotation will also be compensated the cost of a single room for summer sessions provided as a room credit and will be provided with a complementary MicroFridge.